Aetna Health, Inc. San Antonio

Survey (CAHPSTM 4.0H) Results

rating of 6 or lower to their	rating of 7 or 8 to their	rating of 9 or 10 to their	State Average	
where 0 = the wor	st possible and 10 = t	he best possible		
Health Plan 22°	41%	37%	21% 38%	41%
Health Care 20%	38%	42%	15% 38%	47%
Personal Doctor 16%	29%	56%	11% 27%	62%
Specialist 14%	30%	56%	11% 26%	63%
ercentage who said they cometimes or never	Percentage who said they usually	Percentage who said they always	State Average	
Got Needed Care 18%	36%	46%	14% 33%	53%
Got Care Quickly 219	29 %	50%	15% 29%	57%
Had Plans Handle Claims Quickly & Correctly	32%	60%	12% 32%	57%
Got Efficient & Helpful Customer Service	27%	55%	18% 26%	57%
Had Doctors communicate Well	26%	64%	8% 22%	70%